

WHAT IS CLAIMED IS:

1. A method for utilizing proxy designation in a call system, comprising:

receiving a call from a first user over a first  
5 connection with a first endpoint of the first user;

receiving a proxy designation from the first user,  
the proxy designation comprising a proxy user designated  
to handle the call for the first user;

establishing a second connection with the proxy  
10 user; and

detecting the presence of the proxy user over the  
second connection.

2. The method of Claim 1, wherein detecting the  
15 presence of the proxy user comprises authenticating the  
proxy user using a password of the proxy user.

3. The method of Claim 1, wherein the proxy  
designation comprises a uniform reference identifier  
20 (URI) of the proxy user.

4. The method of Claim 1, wherein the proxy  
designation comprises an authority grant to the proxy  
user for handling the call for the first user.

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5. The method of Claim 1, wherein the proxy  
designation comprises a plurality of proxy users to  
handle the call for the first user.

30 6. The method of Claim 1, wherein the proxy  
designation is received through instant messaging (IM).

7. The method of Claim 1, wherein the proxy designation is received through short message service (SMS) text messaging.

5        8. The method of Claim 1, wherein the proxy designation is received through dual tone multiple frequency (DTMF) signaling.

9. The method of Claim 1, wherein the proxy  
10 designation is received through speech recognition.

10. The method of Claim 1, wherein the proxy designation is accomplished via web administration or other system configuration activity.

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11. The method of Claim 1, wherein the proxy designation is accomplished prior to receiving the call from the user.

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12. The method of Claim 1, further comprising:  
placing the call in a queue until a suitable agent becomes available to provide service; and  
notifying the first user of an approximate time for the call to progress through the queue.

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13. The method of Claim 12, further comprising:  
establishing a virtual contact to hold a place of the call in an order in the queue if the first connection is terminated; and

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associating the second connection with the virtual contact using the detected presence of the proxy user.

14. The method of Claim 13, further comprising:  
receiving notification from the first user to  
terminate the first connection and hold the place of the  
call in the order in the queue; and

5 wherein the virtual contact is established after  
receipt of the notification from the first user to  
terminate the first connection and hold the place of the  
call in the order in the queue.

10 15. The method of Claim 13, further comprising  
updating the proxy user of a status of the virtual  
contact in the queue.

15 16. The method of Claim 15, further comprising  
updating the user of the status of the virtual contact in  
the queue.

17. The method of Claim 1, further comprising  
selecting one of the user or the proxy user for  
20 connection with an agent, if both the user and the proxy  
user are available for connection with the agent.

18. The method of Claim 1, further comprising:  
establishing a communication session between the  
25 user and the user's proxy while the virtual contact is in  
the queue; and

connecting both the user and the proxy user with an  
agent when the agent becomes available.

30 19. The method of Claim 1, further comprising  
associating each of the user and the proxy user with the  
virtual contact.

20. The method of Claim 1, wherein the call system  
comprises an automatic call distributor and wherein the  
call comprises a request for service from a suitable  
5 agent.

21. A call system utilizing proxy designation, comprising:

at least one interface port operable to receive a call from a first user over a first connection with a first endpoint of the first user;

a proxy server operable to receive a proxy designation from the first user, the proxy designation comprising a proxy user designated to handle the call for the first user;

a processor operable to establish a second connection with the proxy user; and

a presence server operable to detect the presence of the proxy user over the second connection.

22. The system of Claim 21, wherein the presence sever is operable to detect the presence of the proxy user by authenticating the proxy user using a password of the proxy user.

23. The system of Claim 21, wherein the proxy designation comprises a uniform reference identifier (URI) of the proxy user.

24. The system of Claim 21, wherein the proxy designation comprises an authority grant to the proxy user for handling the call for the first user.

25. The system of Claim 21, wherein the proxy designation comprises a plurality of proxy users designated to handle the call for the first user.

26. The system of Claim 21, wherein the proxy server is operable to receive the proxy designation through instant messaging (IM).

5        27. The system of Claim 21, wherein the proxy server is operable to receive the proxy designation through short message service (SMS) text messaging.

10       28. The system of Claim 21, wherein the proxy server is operable to receive the proxy designation through dual tone multiple frequency (DTMF) signaling.

15       29. The system of Claim 21, wherein the proxy server is operable to receive the proxy designation through speech recognition.

20       30. The system of Claim 21, wherein the proxy designation is accomplished via web administration or other system configuration activity.

31. The system of Claim 21, further comprising:  
a queue operable to retain the call until a suitable agent becomes available to provide service; and  
wherein the processor is operable to notify the  
25 first user of an approximate time for the call to progress through the queue.

32. The system of Claim 31, wherein the processor is further operable to:

establish a virtual contact to hold a place of the call in an order in the queue if the first connection is  
5 terminated; and

associate the second connection with the virtual contact using the detected presence of the proxy user.

33. The system of Claim 32, wherein the processor  
10 is further operable to:

receive notification from the first user to terminate the first connection and hold the place of the call in the order in the queue; and

establish the virtual contact after receipt of the  
15 notification from the first user to terminate the first connection and hold the place of the call in the order in the queue.

34. The system of Claim 32, wherein the processor  
20 is further operable to update the proxy user of a status of the virtual contact in the queue.

35. The system of Claim 21, wherein the call system comprises an automatic call distributor and wherein the  
25 call comprises a request for service from a suitable agent.

36. A call system utilizing proxy designation, comprising:

means for receiving a call from a first user over a first connection with a first endpoint of the first user;

5 means for receiving a proxy designation from the first user, the proxy designation comprising a proxy user designated to handle the call for the first user;

means for establishing a second connection with the proxy user; and

10 means for detecting the presence of the proxy user over the second connection.

37. The system of Claim 36, wherein means for detecting the presence of the proxy user comprises means  
15 for authenticating the proxy user using a password of the proxy user.

38. The system of Claim 36, wherein the proxy designation comprises an authority grant to the proxy  
20 user for handling the call for the first user.

39. The system of Claim 36, further comprising:

means for placing the call in a queue until a suitable agent becomes available to provide service; and

25 means for notifying the first user of an approximate time for the call to progress through the queue.



40. The system of Claim 39, further comprising:

means for establishing a virtual contact to hold a place of the call in an order in the queue if the first connection is terminated; and

5 means for associating the second connection with the virtual contact using the detected presence of the proxy user.

41. The system of Claim 40, further comprising:

10 means for receiving notification from the first user to terminate the first connection and hold the place of the call in the order in the queue; and

wherein the virtual contact is established after receipt of the notification from the first user to  
15 terminate the first connection and hold the place of the call in the order in the queue.

42. The system of Claim 40, further comprising

means for updating the proxy user of a status of the  
20 virtual contact in the queue.

43. The system of Claim 36, wherein the call system

comprises an automatic call distributor and wherein the call comprises a request for service from a suitable  
25 agent.

44. Software embodied in a computer readable medium, the computer readable medium comprising code operable to:

receive a call from a first user over a first  
5 connection with a first endpoint of the first user;

receive a proxy designation from the first user, the proxy designation comprising a proxy user designated to handle the call for the first user;

establish a second connection with the proxy user;  
10 and

detect the presence of the proxy user over the second connection.

45. The medium of Claim 44, wherein code operable  
15 to detect the presence of the proxy user comprises code operable to authenticate the proxy user using a password of the proxy user.

46. The medium of Claim 44, wherein the proxy  
20 designation comprises an authority grant to the proxy user for handling the call for the first user.

47. The medium of Claim 44, further comprising code operable to:

25 place the call in a queue until a suitable agent becomes available to provide service; and

notify the first user of an approximate time for the call to progress through the queue.

48. The medium of Claim 47, further comprising code operable to:

establish a virtual contact to hold a place of the call in an order in the queue if the first connection is  
5 terminated; and

associate the second connection with the virtual contact using the detected presence of the proxy user.

49. The medium of Claim 48, further comprising code  
10 operable to:

receive notification from the first user to terminate the first connection and hold the place of the call in the order in the queue; and

wherein the virtual contact is established after  
15 receipt of the notification from the first user to terminate the first connection and hold the place of the call in the order in the queue.

50. The medium of Claim 48, further comprising code  
20 operable to update the proxy user of a status of the virtual contact in the queue.

51. The medium of Claim 44, wherein the call system comprises an automatic call distributor and wherein the  
25 call comprises a request for service from a suitable agent.

52. A method for utilizing proxy designation in a call system, comprising:

receiving a call from a first user over a first connection with a first endpoint of the first user;

5 receiving a proxy designation from the first user, the proxy designation comprising a proxy user designated to handle the call for the first user;

establishing a second connection with the proxy user; and

10 detecting the presence of the proxy user over the second connection.

establishing a virtual contact to hold a place of the call in an order in a queue if the connection is terminated;

15 wherein each of the user and the user's proxy may independently cycle between a call only state, a call and presence state and a presence only state, while maintaining the place of the call in the order in the queue.